**OFFICE OF**
**Privacy**
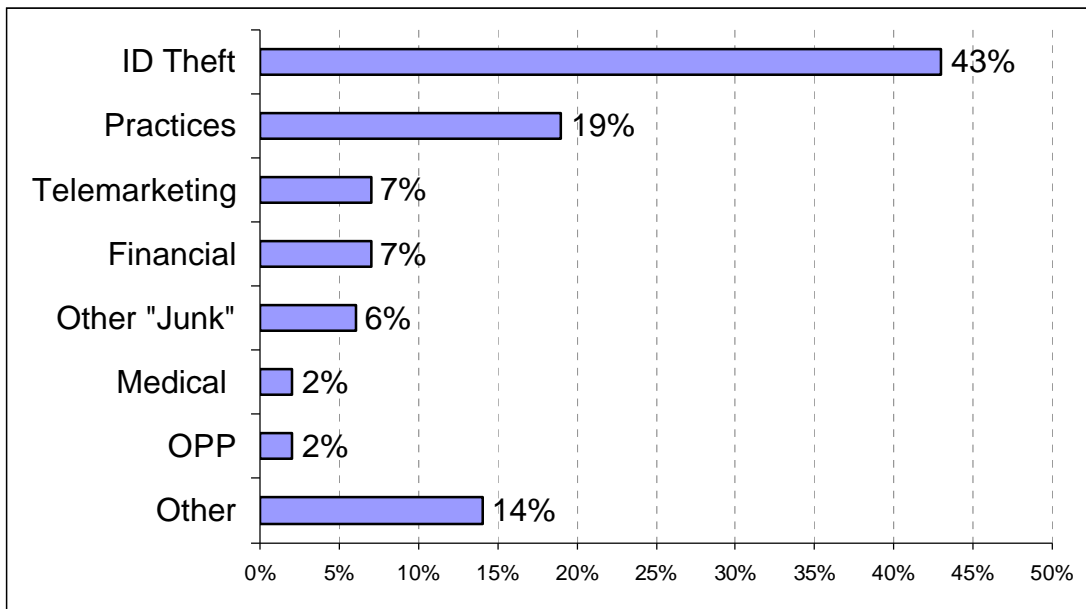**Protection**

# Activity Highlights

## FY 2002 – 2003

*California was ranked number one in privacy protection by the prestigious Privacy Journal. The ranking was based on the volume of significant privacy legislation enacted in recent years, including the bill creating the Office of Privacy Protection, and on California's constitutional right to privacy.*

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| EDUCATION AND INFORMATION | **Consumer Information Sheets**<br><br>§ CIS 4 Your Social Security Number: Controlling the Key to Identity Theft (8/02)<br><br>§ CIS 5 Leave Me Alone – How to Slow the Flow of Unwanted Communications (1/03)<br><br>§ CIS 6 How to Read a Privacy Policy (2/03)<br><br>§ CIS 7 Patient Privacy Rights: A Consumer Guide to Health Information Privacy in California (4/03)<br><br>**Workshops and seminars**<br><br>§ 53 for consumer and community groups, with average attendance of 50, including 14 town hall meetings sponsored by legislators<br><br>§ 20 for business and professional groups, with average attendance of 109<br><br>§ Co-sponsored Oakland symposium, "Uniting Privacy and the First Amendment in the 21st Century" (5/03) |
| LAW ENFORCEMENT COORDINATION | **AG's Task Force**<br><br>§ Participated as member of AG's Advisory Task Force on Public Safety Officials' Home Information Protection<br><br>**High Tech Crimes Task Force Advisory Committee**<br><br>§ Attended meetings to maintain coordination |

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| BEST PRACTICES | § Updated *Recommended Practices for Protecting the Confidentiality of Social Security Numbers* to reflect changes in law (1/03) |
| | § Conducted survey of State agency Web site use of cookies and provided recommendations on Web site privacy policies (3/03) |
| | § Developed HIPAA compliance materials and provided briefing for DCA medical boards (4/03) |
| CONSUMER ASSISTANCE | Calls and e-mails |
| | § Responded to 3,006 calls and e-mails |
| | § 93% from consumers, 5% from businesses, 2% from government |

## Calls and E-Mail to Office of Privacy Protection
### 7/02-6/03

| Category | Percentage |
|---|---|
| ID Theft | 43% |
| Practices | 19% |
| Telemarketing | 7% |
| Financial | 7% |
| Other "Junk" | 6% |
| Medical | 2% |
| OPP | 2% |
| Other | 14% |

ID THEFT: victims & concerns. PRACTICES: business practices & privacy laws. OTHER "JUNK": faxes, mail, spam. OTHER: general privacy concerns & non-privacy issues.